IV. OAM&P (Ordering, Administration, Maintenance, and Provisioning)

A - Intervals for Installation, Repair

Installation interval is one month from the date order is placed.

B - Description of Centers Affected and their Roles

ICSC - Input of Service Order information received from Operator Services
IT LIST - Set up of customer profile
OS Wholesale Group- Administration and Processing of job through LIST
CBS - Processing the monthly usage to the bill (CRIS now, CABS later)

C - Ordering Standards and Order Reception Standards

Normal LCSC M&Ps.

D - Repair Standards and Repair Order Reception Standards

Not applicable.

E - Service Management

Operator Services Wholesale group has Administrative responsibility to correct what problems may occur.

F - Billing and Special Arrangements

1) **CABS or CRIS**

   CRIS now; CABS when and if made available

2) **Release Requirements**

   None Identified.

3) **Special Considerations (CLUB, special medium, etc.)**

   Usage information requires a manual entry monthly by the CBS group.

G - Internal Training Requirements

None.

H - Staff Support Requirements

1) **Initial Roll-Out**

   No incremental headcount required.

2) **On-Going Requirements**

   No incremental headcount required.

TAB 17

DIRECT ACCESS TO DIRECTORY ASSISTANCE SERVICE(DADAS)

TECHNICAL SERVICE DESCRIPTION

I. Market Service Description

A - Basic Service Features

DADAS provides a customer with direct access to BellSouth's Directory assistance Listing Database, Directory Assistance Search Application, and Database Administration Call Control for the sole purpose of providing a traditional voice directory assistance service. Non-published listings and listings that are requested to be omitted by BellSouth customers are not provided.

B - Basic Service Capabilities

DADAS provides the customer's operators with the ability to search all eligible BellSouth listings in its database using a BellSouth standard directory assistance (DA) search format. The customer is responsible for providing the physical links and facilities required to connect to the point of availability in Jackson, Mississippi.

C - Forecast

Demand used to calculate TELRIC rates is the total offered load on existing systems associated with BellSouth's current provision of the service. The TELRIC study for DADAS is performed in a regional basis. Demand is for CY 1996.

1) Regional (Interstate and Intrastate)
   5,000,000 Queries
2) State (Interstate and Intrastate)
   Not applicable
3) Geo/wire Center (if applicable)
   Not applicable

D - Pricing Structure and Description

1) NRC (Non-recurring charge)

Service Establishment Charge (USOC)	$1,000.00(non-recurring)

2) Recurring Charges

DADAS Database Service Charge (USOC)	$5,000.00/month
DADAS per query charge	$0.023/query

3) Credit Terms (for failure to meet commitments)
   No service guarantee or credit terms for failure to meet commitments. Credit for service outage is limited to daily pro rata share of monthly recurring charge for each 24 hour period of service outage.

E - Deployment Schedule
Service is available now.

F- Distribution Channels

Distribution is accomplished via Operator Services Wholesale product management, ICS and Industry Relations account teams. No sales compensation if provided. The DADS ASR-like application will be prepared by Operator Services personnel and forwarded to the appropriate ICSC/LCSC group to input the service order.

G - Product Codes, Sales Codes Requirements

Product Code 61: no need for sales codes has been identified.

H - Product Tracking Needs

DADAS doe not now and should have unique account and class coded to allow for individual tracking of the service under Product Code 61.

I - Tariff, Contract or Other Agreement

1) Tariff Requirements

DADAS is currently filed in Section 9, FCC No. 1. OLEC's will be offered service under contract, absent PSC orders to file a tariff.

2) Contract and Contract Administration Requirements

Will be provided as part of general contract with OLEC for all BellSouth services requested, absent any state PSC requirements to tariff the service. To be negotiated and administered by ICS/Operator Services.

J - Advertising and Promotion Plans and Requirements

None

K - Customer Training Considerations

None

L - Staff Support Requirements

No incremental headcount required.

II. Network Architecture

A - Physical Network Configuration

1) Switching Requirements

The customer is responsible to providing the switch, operator workstations, transport, and other facilities required to connect to BellSouth's DADAS Location in Jackson, Mississippi. The transport facilities may be purchased from BellSouth at rates and charges billed separately from the charges associated with DADAS.

DADAS records usage statistics daily in a non-standard billing format. The usage is accumulated and retrieved on a monthly basis by the Operator Services administration group. The usage is recorded on a monthly billing advice and forwarded to the CBS group for processing to the customer's bill.

2) Signaling
Not applicable.

3) Recording
Not Applicable.

4) Transport
OLEC must provide application dedicated interconnection to BellSouth's DADAS location in Jackson , Mississippi.

5) Drawing of Network Elements
See attached.

B - Operational Support System Requirements
Service Order and IT LIST database systems.

C - Software Requirements
Not applicable.

III. Performance Standards & Reliability

A - General Description

DADAS is available 24 hours/day, 7 days/week except for scheduled down time.

B - Diversity Requirements

Not applicable.

C - Performance Monitoring

Not applicable.

D - Special Considerations

None identified.

IV. OAM&P (Ordering, Administration, Maintenance, and Provisioning)

A - Internals for Installation, Repair

No standard intervals.

B - Description of Centers Affected and their Roles

ICSC/LCSC - Input of Service Order information received from Operator Services.
OS Technical Group - Set up customer profile.
CBS Group - Set up billing profile to accept and record monthly usage data.

C - Ordering Standards and Order Reception Standards

Manual ARS-like DADAS application form must be completed to order service.

D - Repair Standards and Repair Order Reception Standards

Repair calls handled by the Operator Services Technical Staff in Jackson, Mississippi. Listing problems are referred tot he Operator Services Database Administration group I Birmingham, Alabama for handling.

E - Service Management

Operator Services Wholesale

F - Billing and Special Arrangements

1) CABS or CRIS

DADAS is currently billed via CABS. Usage or query information requires a manual entry monthly by the CBS Group.

2) Release Requirements

None identified

3) Special Considerations (CLUB, Special Medium, etc.)

Usage information requires a manual entry monthly by the CBS Group.

G - Internal Training Requirements

None

H - Staff Support Requirements

1) Initial Roll-out

No incremental headcount required.

2) On-Going Requirements

No incremental headcount required.

TAB 18

E911

LOCAL EXCHANGE CARRIER

GUIDE

FOR FACILITY-BASED PROVIDERS

7/1/96

NOTE: THIS DOCUMENT DOES NOT APPLY TO RESELLERS OF LOCAL EXCHANGE TELEPHONE SERVICE

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COORDINATION OF OLEC INTERCONNECTION	2	7/1/96
NETWORK SPECIFICATIONS AND ORDERING	3	2/15/96
DATABASE INFORMATION		
MSAG MAINTENANCE AND ESN ASSIGNMENT	4	7/1/96
TN DATABASE CONVERSION AND UPDATES	5	7/1/96
TN ERROR RESOLUTION	6	7/1/96
ADDRESS VERIFICATION REQUESTS	7	2/15/96
PSAP INQUIRIES	8	7/1/96
NO RECORD FOUND INVESTIGATION	9	7/1/96

OVERVIEW

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DEFINITION OF E911

"911" has been designated in the United States as the number to be used by the public to summon emergency aid or to report a crime, fire or accident. Its main purpose is to make it easier for people in time of emotional stress to contact the proper emergency agency. An important advantage of 911 emergency service is improved (reduced) response time.

The original 911 service, know as Basic 911 (B911), routes a call to one centralized answering location. The attendant at the answering location obtains the pertinent information that identifies the call and the caller's need. The attendant then determines the appropriate agency and dials a 7-digit number to transfer the caller to that agency. The calling party's emergency information is verbally relayed to the responding agency and a unit is dispatched to the caller's location.

Enhanced 911 service, or E911, is a full featured electronic system that provides three major enhancements to Basic 911 service:

SELECTIVE ROUTING

Electronically routes 911 emergency calls to the proper Public Safety Answering Point (PSAP) based on the Emergency Service Number (ESN) code that has been assigned to the caller's address.

AUTOMATIC NUMBER IDENTIFICATION (ANI)

Provides the calling party's seven digit telephone number on a display at the PSAP.

AUTOMATIC LOCATION IDENTIFICATION (ALI)

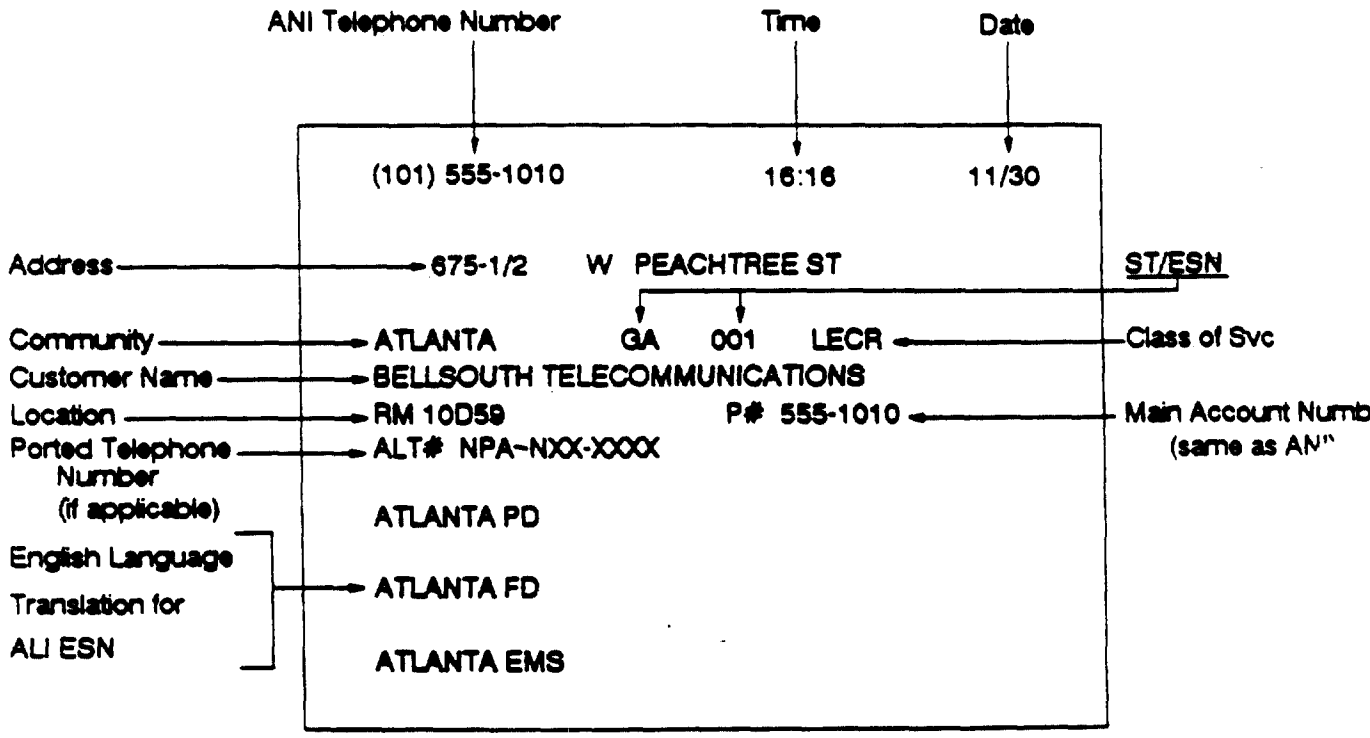
Provides the name and address associated with the calling party's telephone number on the display at the PSAP.

NOTE: To receive the maximum benefit of E911, the area served must be assigned valid house numbers. Without a house number, dispatching is delayed and the responding agency has difficulty finding the correct address.

PSAP DISPLAY

An example of one PSAP display is shown below. This screen/display will vary based on which PSAP equipment is chosen by the E911 system.

EXAMPLE DISPLAY



DATABASES REQUIRED TO SUPPORT E911

Three data files (or databases) are required to provide the data for display at the PSAP:

- Master Street Address Guide (MSAG)
- Telephone Number (TN) Database
- Network Tandem Information (TN/ESN)

MASTER STREET ADDRESS GUIDE (MSAG)

The MSAG contains all street information in the 911 service area. The Emergency Service Numbers (ESNs) are assigned to the streets for routing purposes and PSAP display purposes.

An example of an MSAG entry is shown below:

STREET	LOW RANGE	HIGH RANGE	O/E/B	COMMUNITY	STATE	EXCH	ALI ESN
MAIN ST	1	99	B	ANYTOWN	AL	ANYT	050

MSAG and ESN's are explained in detail later in this document.

TELEPHONE NUMBER (TN) DATABASE

The TN database contains all the out-dial subscriber lines for all telcos in the E911 service area. This information includes the individual telephone number, name of the subscriber, address, location (apartment, lot, etc.) class and type of service. The TN database is necessary to support the ALI retrieval to be displayed at the PSAP.

The TN database is initially created from an extract of customer account data from each Telco and then updated daily on an ongoing basis as service changes occur. Telephone records are processed against the MSAG for an exact address match and are assigned the appropriate ESN before loading into the TN database and the Network Tandem database.

NOTE: ALECS WHO PROVIDE SERVICE IN AREAS ALREADY CONVERTED TO E911 WILL NOT NEED TO LOAD INITIAL DATA AND WILL SUBMIT RECORDS FOR DAILY UPDATE ONLY.

Options for providing initial TN data and daily changes to BST are explained in detail later in this document.

NETWORK INFORMATION

Each Telco end office is routed via trunks to a BST tandem central office. Translations are maintained according to the TN and ESN in each tandem for PSAP routing purposes. The BST tandem is updated daily as changes are made to the MSAG which affect the routing ESN. The network information files in IREIS are used to manage the tandem update process.

Network specifications and ordering information for emergency service trunks from the ALEC end office are shown later in this document.

E911 CALL FLOW

The following steps are involved in the E911 emergency call process:

1. The subscriber requires emergency aid and dials 911.

2. The digits are received in the Telco end office which sends the ANI (Automatic Number Identification) to the E911 BST tandem office.

3. The tandem office finds the associated ESN for the calling telephone number via the TN/ESN translation table.

4. Based on the ESN, the call is switched, via a dedicated trunk, to the appropriate PSAP.

5. The subscribers assigned telephone number (ANI) from the serving Telco is displayed at the PSAP.

6. The ANI information is sent to the primary and secondary ALI processors for retrieval of subscriber information.

7. The ALI processor returns the subscriber information (ALI) to the PSAP for display.

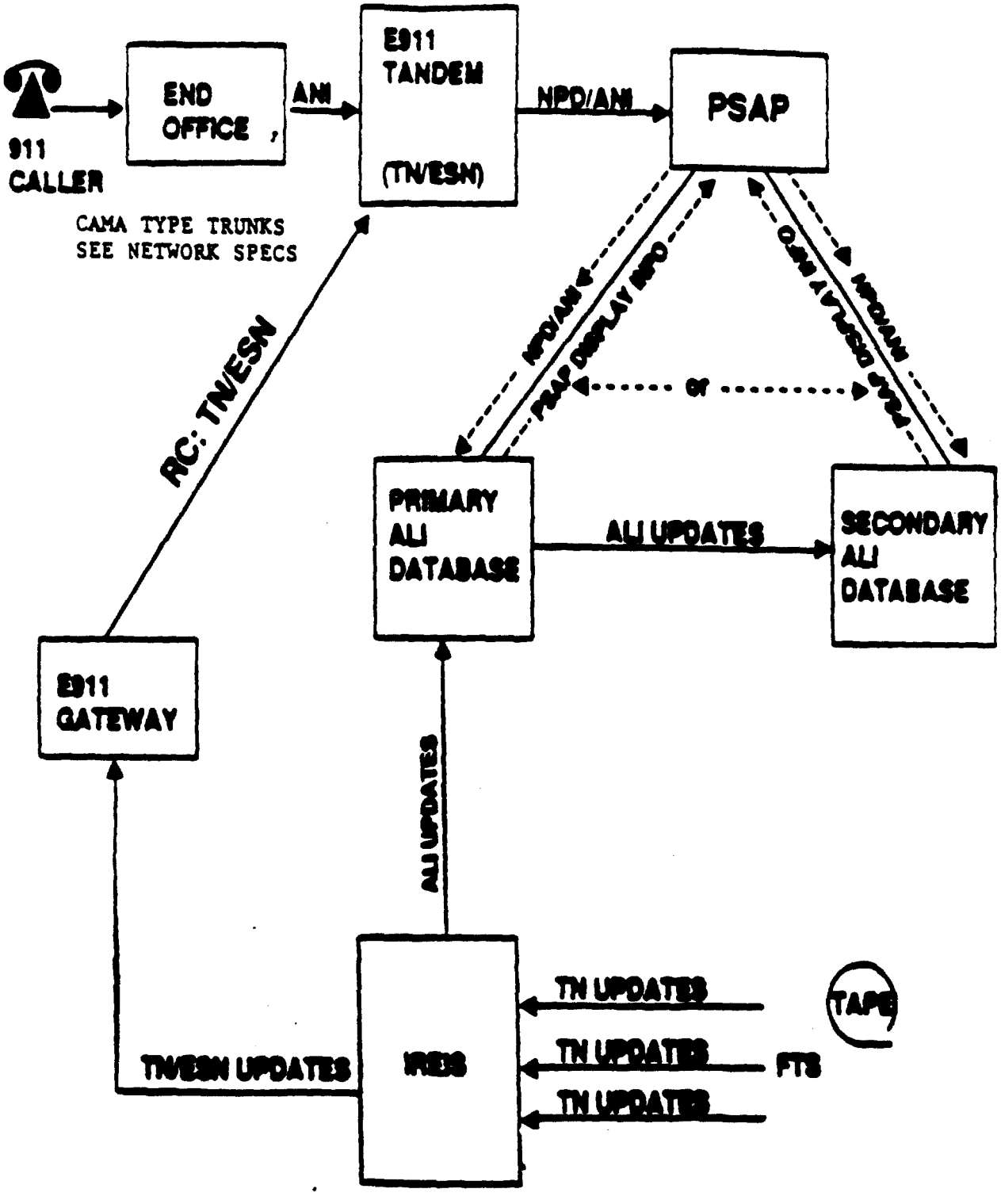
8. The PSAP attendant verifies the telephone number and the street address that has appeared on the screen and obtains information as to which emergency service is needed. The attendant then depresses the button corresponding to the agency request, e.g., fire, police or ambulance and the call is automatically transferred.

9. The details for each call (calling number, answering attendant's number, time of answer, time of transfer and/or disconnect and the trunk number are printed at the PSAP after the call is disconnected.

10. The agency receives the call and (optional) a display of the caller's telephone number, name and street address. The PSAP attendant remains on the line for as long as needed to relay the call.

11. The agency then dispatches an emergency unit to the caller's address.

E911 SYSTEM OVERVIEW DIAGRAM



GLOSSARY OF TERMS

Address & Facility Inventory Group (AFIG)	The BST office which interfaces with the E911 customer (County) in the development and maintenance of the E911 database.
Address Verification Request (AVR)	A form issued by each Telco to refer and resolve address discrepancies with the E911 customer.
Alternate Routing (AR)	A standard feature provided to allow E911 Calls to be routed to a designated alternate location if (1) all E911 trunks to the primary PSAP are busy, or (2) the primary PSAP closes down for a period. (i.e. night service)
Alternative Local Exhange Carrier (ALEC)	A telecommunications company offering local dial tone to subscribers.
Automatic Location Identification (ALI)	A feature by which the address associated with the calling party's telephone number (ANI) is forwarded to the PSAP for display.
Automatic Number Identification (ANI)	Automatic number identification corresponds to the the seven digit telephone number assigned by the serving Telco.

NOTE: If an end user's telephone number has been ported from one local service provider to another, the ANI will be the telephone number assigned by the telco physically serving the end user and might not be the telephone number known by the end user.

BST	BellSouth Telecommunications, Inc.
Call Detail Recording	An optional feature of E911 service that provides a teleprinter record of all incoming E911 calls to a PSAP.

GLOSSARY OF TERMS (CONTINUED)

Call Through Testing	The process of testing the network, equipment and databases associated with an E911 system prior to the final cutover.
Central Office	A switching unit in a telephone system which provides service that has the necessary equipment and operating arrangements for terminating and interconnecting lines.
Display & Transfer Unit	The PSAP control unit for an E911 system display panel for ANI which has buttons to transfer calls.
E911 Customer	A governmental agency responsible for providing public safety.
E911 Tandem Central Office Switch	The central office designated for a geographical area to receive end office E911 calls and route to the appropriate PSAP.
Emergency Service Number (ESN)	A three digit number associated with a geographical location served by the same fire, police and ambulance districts.
End Office	The Central Office(s) from each telco in the E911 system receiving E911 calls from end users.
Exchange	A geographical unit established for the administration of telephone service in a specified area. Multiple telcos may provide service in the same exchange.

GLOSSARY OF TERMS (CONTINUED)

Fixed Transfer	An optional feature of E911 Service which allows a PSAP attendant to transfer incoming E911 calls to a secondary PSAP by the use of a single button on the Display and Transfer unit.
ICO	Independent Telephone Company
Interim Regional Emergency Information System (IREIS)	BellSouth Emergency 911 Database Maintenance System.
Manual Transfer	A feature of E911 service that enables the PSAP attendant to transfer an incoming call by depressing the switchhook of the telephone or the "add" button on the Display and transfer unit.
Master Street Address Guide (MSAG)	The document or computer file that lists standard street names, address ranges and routing codes (ESNs) used to develop the Selective Routing feature.
National Emergency Number Association (NENA)	A professional association of emergency number entities responsible for the planning, implementation, management and administration of national emergency number issues.
NXX	The first three digits of a telephone number.
Public Safety Answering Point (PSAP)	The answering location for 911 calls.

GLOSSARY OF TERMS (CONTINUED)

Selective Routing (SR)	A standard feature that routes an E911 call from the tandem to the designated PSAP based upon the address of the ANI number of the calling party.
Selective Transfer	An optional feature of E911 service that enables the transfer of a 911 call to the correct agency using the one-button transfer feature.
Service Order Interface Record (SOIR)	A 232 character formatted record sent to the E911 host system, IREIS, via a mechanical transfer.
911 SYSID	A two character System ID code used to identify a tandem. (Assigned by BST.)
Tandem Routing	An arrangement connecting 911 calls to the correct PSAP based on the ESN association to the ANI TN.
Telephone Company (Telco)	A term used interchangeably to designate a Bell Operating Company, an Independent Company or Other Local Exchange Carrier.
Wire Center	The geographical area served by a particular Central Office.

TAB 19

BellSouth Interconnection Services

Technical Service Description

Unbundled Network Element
800 Database Service

Tariffed Version:
BellSouth SWA TFD/8XX Access Ten Digit Screening

William A. Schneider
Product Manager
205 977-5601

Ed Hendrix
Project Manager
205 977-7219

March 20, 1997

I. Market Service Description:

A. Basic Service Features: This service is provided under two scenarios: one in which the customer is SSP (Service Switching Point) equipped and requires access to the SCP (Service Control Point) database to obtain routing information, and one in which the customer is not SSP equipped and therefore requires both routing information and subsequent routing of the call. In either case, identification and routing of 8XX dialed calls is based on the full ten digits dialed (8XX-NXX-XXXX).

B. Basic Service Capabilities: Under scenario one, for the SSP-equipped customer, BST receives the query and sends it to the SCP, which responds with the appropriate routing information. Call completion is carried out by the customer's network. Under scenario two, in which the customer's network is not SSP equipped, BST network receives the call, typically over a Feature Group D trunk group, and launches a query to the SCP, which responds with routing information. BST network then routes the call to the appropriate carrier or telephone number. In both scenarios, carrier or telephone number identification is based on the ten digits of the dialed number. Customers must designate carriers for both interLATA and intraLATA transport. Where intraLATA competition is permitted, the same carrier can provide both.

The basic 800 Database UNE includes optional features such as time of day, day of week or specific date routing, multiple carrier routing, customized area of service, and POTS number delivery.

C. Forecast:

	1997	1998	1999	2000	2001	2002	2003	2004	2005
QUERIES, SSP (millions):	80.9	174.4	309.8	432.0	552.1	661.3	765.0	859.7	952.7
QUERIES, non-SSP (millions):	155.9	176.1	186.6	183.9	173.9	160.8	142.0	119.7	97.4
QUERIES, TOTAL (millions):	236.8	350.5	496.4	615.9	726.1	822.1	907.1	979.4	1050.1
8XX UNE REVENUE, $M:	4.32	6.39	9.06	11.24	13.24	15.00	16.55	17.87	19.16

C. **Forecast (continued):**

Forecast assumptions are as follows:

1. Loss of originating 8XX queries is proportional to loss of access lines to competition, i.e., volume of 8XX calls per access line is roughly constant.

2. The top three local exchange competitors in BST territory will provide their own databases; the remainder will use BST for 8XX database service.

3. Independent Telcos presently using BST databases will all transition to the UNE.

4. Ultimate percentage of independents and wireless service providers who will use BST databases is assumed to be 50%.

D. Pricing Structure and Description: The recurring charge for TFD/8XX database queries is based on the cost of an individual database query and response. There is no non-recurring charge. For each successful 8XX number lookup performed, a query charge is tallied for billing. Under scenario two, when the call is completed over Feature Group D trunks, FGD access rates apply.

The query charge is to be billed to the network from which the query was received. In scenario two, when the call is routed to an IXC, it is assumed that the originating network will in turn bill a query charge to the carrier to whom the call is delivered.

E. Deployment Schedule: The equivalent capability, tariffed as TFD/8XX ATDS, is presently deployed regionwide.

F. Distribution Channels: Uses Interconnection Services sales channels. Uses Access Service Request (ASR) process.

G. Product Code & Sales Code Requirements: Unique sales code will be established for LCSC. Unique product codes may or may not be established; this UNE will be consistent with the other UNEs.

H. Product Tracking Needs: Unit counter is query/response (same as tariffed TFD/8XX ATDS). Revenue and unit tracking and customer specific tracking by ACNA (Access Carrier Name Abbreviation) required.

I. Tariff/Contract/Other Agreement: Short term will be contract agreement. Long term (1999+) should be tariff.

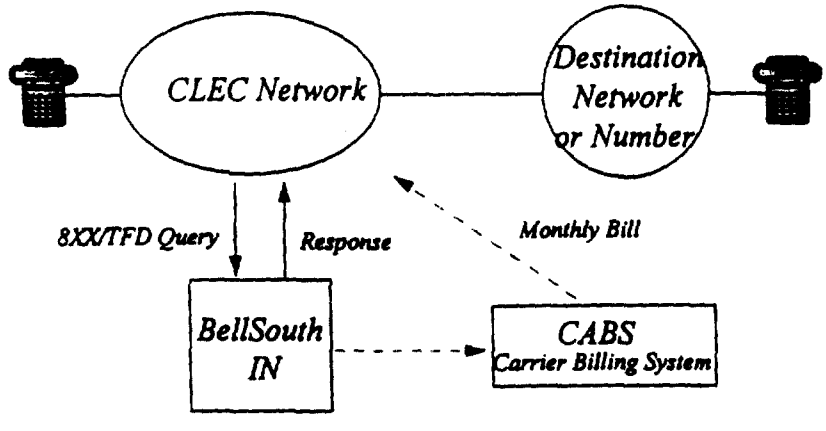
J. **Advertising and Promotion:** This product will be included in a product sheet publication inclusive of all UNEs, and on our Internet page.

K. **Customer Training:** Documentation adequate for complete understanding of the service and its provisioning (by knowledgeable persons, without consultation) will be provided. Documentation will include general overview, technical requirements and interface specifications. The existing 800 Service Product Guide will be updated for the UNE version.

II. Network Architecture:

A. Physical Network Configuration:

(1) Switching capability to identify and trigger on 8XX calls exists.
(2) Existing SS7 signaling required.
(3) Recording capability for aggregated billing exists.
(4) No transport involved. TFD/8XX calls are generally routed to FGD trunks, which are not included in this UNE.



800 Database UNE
Call & Billing Flow
Scenario 1, Customer with SSP